

*“This Program Is Helping People Find Pathways To Care That Provide A Better Long-Term Outcome For Them.”*

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Chief of Emergency Medicine  
at Sinai Hospital

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**HealthLink** is an initiative of HealthCare Access Maryland, a nonprofit agency that plays a critical role in strengthening Maryland's health care delivery system.



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## ACCESS HEALTH: Innovating to Reduce Hospital Costs

### SINAI'S CHALLENGE

Maryland hospitals must find ways to operate more efficiently, reduce preventable admissions, improve the quality of care and achieve stronger health outcomes. Patients who repeatedly use hospital emergency departments (ED) and require frequent hospital stays due to unmanaged chronic conditions require specialized services to support them outside the hospital to maintain their health and wellness in a less acute, less costly environment.

### OUR APPROACH

Access Health, a partnership between HealthLink and Sinai Hospital in Baltimore, is an innovative approach to coordinate the health care and social service need of patients with complex health challenges. Embedded care coordinators in the Sinai Emergency Department address the complicated health and social challenges facing high-use patients. Critical components include:

- Immediate (CRISP) alerts to care coordinators when enrolled patients present in the ED
- Patient risk stratification
- Needs assessment
- 60-to-90-day post-discharge care coordination
- Referrals to primary and specialty care
- Pharmacy resources integrated into ED operations
- Connections to social services, including insurance, transportation, food stability, housing, etc.

### OUR IMPACT: By Enrolling 378 Clients, Access Health Produced these Results for Sinai Hospital in 1 year

